

# COVID-19 infection risk assessment and mitigation policy for Simply Osteo Clinic

This document provides a written record of the heightened infection control measures that Simply Osteo Clinic has put into place to ensure the safety of all therapists and patients during COVID-19.

**Table 1:** This is an overview of the measures that have been taken and forms our clinic policy for operating during COVID-19, this policy has been made available to all therapists and patients. This has been completed having undertaken an assessment of risk and we detailed the mitigating action we have taken.

**Table 2:** Areas we have assessed for risk and the mitigating action we have taken. This records in detail the areas of potential risk we have identified and records the mitigating actions we have taken and when.

**Table2a:** Protection for therapists and patients before and when in Simply Osteo Clinic

**Table2b:** Heightened hygiene measures

**Table 3:** Outline of our PPE policy for therapists.

**Table 4:** Details of how we will communicate to therapists and patients this policy

## Table 1: We have assessed our practice for risks outlined and put in additional processes as detailed below

*Date of risk assessment 15/06/2020 • We will review these processes regularly and update in accordance to changes in Government guidance.*

<p><b>Heightened cleaning regimes</b></p>	<p><i>New, heightened cleaning regimes for our clinic common areas, toilet and treatment rooms:</i></p> <ul style="list-style-type: none"> <li>• <i>Clinic rooms will be cleaned between every patient (floor, hard surfaces, treatment couch, pillows etc)</i></li> <li>• <i>Common areas, high touch areas and toilet will be cleaned between every patient including external door handle and intercom panel</i></li> <li>• <i>20-minute gaps between all appointments for full clean / wipe down of treatment room, removal/renew PPE</i></li> </ul>
<p><b>Increased protection measures</b></p>	<p><i>We have put in place additional processes and protections, including:</i></p> <ul style="list-style-type: none"> <li>• <i>All therapists and patients must wash their hands or use hand sanitiser when entering and leaving the clinic</i></li> <li>• <i>We have removed all linens from the clinic (replacement items such as paper towels and wipeable pillowcases have been provided)</i></li> <li>• <i>Cashless payments where possible. (payment options online when booking or through contactless card machine)</i></li> <li>• <i>All therapists will be trained in and responsible for wearing PPE, patients will also be required to wear a face covering in clinic</i></li> <li>• <i>Airconditioning system and fans will not be used whilst treating to reduce the airborne infection risks</i></li> </ul>
<p><b>Put in place distancing measures</b></p>	<p><i>We have put in place the following distancing measures:</i></p> <ul style="list-style-type: none"> <li>• <i>Appointments staggered by at least 15 minutes to reduce overlap risk of social contact between other therapists and patients.</i></li> <li>• <i>Patients must arrive at the time of their appointment – not early or late to avoid patients waiting inside the clinic</i></li> <li>• <i>Patients are asked to wait in their cars or outside if possible when arriving early</i></li> </ul>
<p><b>Staff training</b></p>	<p><i>All therapists have undertaken:</i></p> <ul style="list-style-type: none"> <li>• <i>Correct handwashing technique best practice</i></li> <li>• <i>Put on/remove PPE safely</i></li> <li>• <i>All therapists briefed and trained on updated clinic policies and infection measures – including new cleaning regime (Covid-19 specific)</i></li> </ul>
<p><b>Providing remote consultations</b></p>	<p><i>Remote consultations we be offered to:</i></p> <ul style="list-style-type: none"> <li>• <i>All patients will be required to complete a pre-screening form prior to their appointment</i></li> <li>• <i>Follow-up appointments will be made available via email/telephone if preferred</i></li> </ul>

**Table 2a: Protection of therapists and patients before they visit, and when in the clinic.**

**We have assessed our practice for risks outlined and put in additional processes as detailed below**

	<b>Description of risk</b>	<b>Mitigating action</b>	<b>When introduced</b>
<b>Pre-screening for risk before public/patients visit the clinic</b>	<p><i>Transmission of virus from patient with active virus to others at the clinic.</i></p> <p><i>Shielding or clinical vulnerable patients (or patients living with such individuals) attend the clinic, putting themselves at risk.</i></p>	<p><i>All patients will be triaged in the first instance to determine if a face to face is appropriate or if support can be provided by a virtual consultation.</i></p> <p><i>If a virtual consultation does not meet the needs of the patient and they request a face-to-face appointment, they will be pre-screened (and chaperone if relevant) 24 hours before they arrive in the clinic for example but not limited to:</i></p> <ul style="list-style-type: none"> <li>• <i>Screening for any symptoms of COVID 19 in the last 7 days?</i></li> <li>• <i>Screening for extremely clinically vulnerable patients</i></li> <li>• <i>Screen to see if a member of their household had/has symptoms of COVID-19 or are in a high-risk category i.e. shielded as considered extremely clinically vulnerable?</i></li> <li>• <i>Whether they have they been in contact with someone with suspected/confirmed COVID- 19 in last 14 days</i></li> </ul> <p><i>The following information you will also be covered in the pre-screening:</i></p> <ul style="list-style-type: none"> <li>• <i>Patients will be informed of the risk of face to face consultation – and therapists will document that they have informed the patient of risk associated with attending the clinic, and that they are not experiencing symptoms of COVID-19</i></li> <li>• <i>Options for virtual consultation</i></li> <li>• <i>Prior to their face-to-face appointment, patients will be notified (via email or text) of the hygiene requirements and expectations regarding arrival and while at the clinic</i></li> </ul> <p><b><i>NB: All triage pre-screening information will be documented in the patient notes</i></b></p>	<p>22/06/2020</p>

<b>Protecting therapists</b>	<i>Transmission of virus via therapist to a vulnerable member of their household</i>	<ul style="list-style-type: none"> <li>• Therapists will be asked if they or a member of their household is in a vulnerable category and any additional risk mitigation strategies will be discussed</li> <li>• Patients will be asked to wear a face covering to protect themselves and the therapists</li> <li>• All therapists will be required to where appropriate PPE as outlined in table 3 below</li> </ul>	22/06/2020
<b>Confirmed cases of COVID 19 amongst therapists or patients?</b>	<i>Risk of transmission from patient to others in the clinic.</i>	<p>Our process should a member of the clinic team be tested for COVID-19 are aligned with the Flowchart describing <a href="#">return to work following a SARS-CoV-2 test</a></p> <p>Should a patient advise us that they have symptoms of COVID-19 after visiting the clinic, our procedures will be in line with government guidance, this includes:</p> <ul style="list-style-type: none"> <li>• If the patient experiences symptoms within 2/3 days of visiting the clinic, any therapist with direct contact to that individual (and not wearing PPE) will be told to self- isolate.</li> <li>• Anyone with indirect contact with the patient, will be advised of the situation and suggest they monitor for symptoms (those with indirect contact with suspected cases COVID 19 do not need to self-isolate)</li> </ul>	22/06/2020
<b>Travel to and from the clinic</b>	<i>Transmission of virus via public transport to then be introduced to the clinic, patients and therapists.</i>	<ul style="list-style-type: none"> <li>• Therapists and patients will be made aware of the risks of travel by public transport and advised to consider alternative methods or travel.</li> <li>• Patients will be advised to walk or drive and either wait in the car or outside of the clinic until the time of their appointment.</li> </ul>	22/06/2020
<b>Entering and exiting the building</b>	<i>Risk of transmission of virus from outside (eg public transport, home) to inside the clinic.</i>	<ul style="list-style-type: none"> <li>• All therapists will be asked to change into work clothing at the clinic and place work clothing in a separate cloth bag to take home for washing.</li> <li>• Patients will be asked not to arrive early or late for their appointment to avoid overcrowding therefore complying with social distancing if other patients are in the clinic.</li> <li>• Patients will be required to wash their hands (with either soap and water or a form of hand sanitiser) upon entering/exiting the building.</li> </ul>	22/06/2020

<b>Reception and common area</b>	<i>Transmission of virus in a relevantly small enclosed space for a prolonged period of time.</i>	<ul style="list-style-type: none"> <li>• <i>Patients will be asked to pay prior to their appointment via contactless methods</i></li> <li>• <i>Patients will be asked to turn up promptly at their appointment time to reduce time in the waiting area</i></li> <li>• <i>Common and high touch areas will be cleaned and sanitised after every patient</i></li> <li>• <i>Two chairs will be available in the reception area, which will be spaced more than 2 metres apart, to be only used if the weather does not permit patients to wait outside or if patients are unable to stand</i></li> </ul>	22/06/2020
<b>Social/physical distancing measures in place</b>	<i>Patients coming into close contact in the reception/common area.</i>	<i>Measures to ensure distancing which are in place include:</i> <ul style="list-style-type: none"> <li>• <i>Staggered appointment times so that patients do not overlap in reception</i></li> <li>• <i>A maximum number of therapists (total of 3) on the premises at any one time</i></li> </ul>	22/06/2020
<b>Face to face consultations (in-clinic room)</b>	<i>Prolonged and direct exposure, with no distancing</i>	<ul style="list-style-type: none"> <li>• <i>The spacing between therapist and the patient will be maximised to encourage social distancing when taking a case history.</i></li> <li>• <i>Full PPE worn by therapists and face coverings worn by patients</i></li> </ul> <p><i>Our policy on chaperones/family members in clinic rooms/reception/waiting area is:</i></p> <ul style="list-style-type: none"> <li>• <i>One parent/guardian only with visits for children</i></li> <li>• <i>No additional family members except if requested as a chaperone</i></li> </ul> <p><i>It will be established if a chaperone is attending at the point of screening the client. (They will be contacted by the clinic to also undergo screening)</i></p>	22/06/2020

**Table 2b: Hygiene measures**

**We have assessed the following areas of risk in our clinic and put in place the following heightened hygiene measures**

	<b>Description of risk</b>	<b>Mitigating action</b>	<b>When introduced</b>
<b>Increased sanitisation and cleaning</b>	<i>Transmission of virus from inanimate surface to humans</i>	<p><i>Using cleaning products of at least 60% alcohol sanitisers/wipes, and bleach-based detergents for floors:</i></p> <ul style="list-style-type: none"> <li><i>Clinic rooms – plinths (including; face hole and surround), pillowcases, sink/taps and surround, door handles, equipment, pens, clipboards, intercom phone and push button, handwash/hand sanitiser bottles, chairs and stools will be cleaned between each appointment</i></li> <li><i>Reception – all hard surfaces, chairs, doors and door handles, intercom phone and push button, handwash/hand sanitiser bottles will be cleaned between each appointment</i></li> <li><i>Toilet – Toilet, flush, sink, taps and handwash/hand sanitiser bottles will be cleaned between each appointment</i></li> <li><i>Floors will be mopped between each appointment</i></li> <li><i>Before first appointment, therapists will change clothing at clinic and at the end of the day therapists will change out of clinic clothing, double bag and take home for immediate washing.</i></li> </ul> <p><i>Actions to minimise the number of surfaces requiring cleaning.</i></p> <ul style="list-style-type: none"> <li><i>All unnecessary linen will be removed and wipeable pillowcases that can be cleaned between patients will be used.</i></li> <li><i>The clinic room and reception area will be decluttered Where appropriate common area doors will be opened to avoid unnecessary contact</i></li> </ul>	22/06/2020
<b>Aeration of rooms</b>	<i>Transmission of virus between patient and therapist</i>	<ul style="list-style-type: none"> <li><i>Treatment rooms will be aired out for 20 minutes between patients</i></li> <li><i>Removal of fans and other air-circulation mechanisms</i></li> <li><i>Where possible (no security risk), aeration of reception areas by keeping door opened between appointments</i></li> </ul>	22/06/2020
<b>Therapist and patient hand hygiene measures</b>	<i>Transmission of virus via manual contact between therapist and patient</i>	<p><i>The following hand hygiene measures will be put in place:</i></p> <ul style="list-style-type: none"> <li><i>Therapists will be bare below the elbow/hand washing before and after patients with soap and water for at least 20 seconds, including forearms.</i></li> <li><i>Hand sanitiser gels available throughout the clinic</i></li> </ul>	22/06/2020

		<ul style="list-style-type: none"> <li>• Therapists will be required to use of gloves during treatment</li> <li>• Patients will be required to wash/sanitise hands upon entry and exit of the clinic</li> </ul>	
<b>Respiratory and cough hygiene</b>	<i>Transmission of virus via droplets between therapists and patients</i>	<p><i>Communication of cough hygiene measures for therapists and patients e.g.</i></p> <ul style="list-style-type: none"> <li>• 'Catch it, bin it, kill it' posters</li> <li>• Provision of disposable, single-use tissues waste bins (lined and foot-operated in common areas)</li> <li>• Hand hygiene facilities available for patients, visitors, and therapists</li> <li>• Goggles to worn by therapists during treatment if deemed necessary from risk assessment</li> </ul>	15/06/2020
<b>Cleaning rota/regimes</b>	<i>Treatment rooms, toilets and reception area.</i>	<ul style="list-style-type: none"> <li>• New Covid-19 specific cleaning regime sent to all therapists and displayed in the clinic</li> </ul>	15/06/2020

**Table 3: Personal Protective Equipment (PPE): Detail here your policy for use and disposal of PPE**

<b>Therapists will wear the following PPE</b>	<ul style="list-style-type: none"> <li>• Single-use gloves and plastic aprons with each patient</li> <li>• Fluid-resistant surgical masks (or higher grade)</li> <li>• Eye protection (if there is a risk of droplet transmission or fluids entering eyes)</li> </ul>
<b>When will PPE be replaced</b>	<p><i>PPE will be replaced:</i></p> <ul style="list-style-type: none"> <li>• When potentially contaminated, damaged, damp, or difficult to breathe through</li> <li>• Single use gloves and aprons will be changed after each patient</li> <li>• Before first appointment, therapists will change clothing at clinic and at the end of the day therapists will change out of clinic clothing, double bag and take home for immediate washing</li> </ul>
<b>Patients will be asked to wear the following PPE</b>	<ul style="list-style-type: none"> <li>• Face covering in clinic</li> <li>• Patients asked to not wear single use gloves but to follow the hand washing protocols</li> </ul>
<b>PPE disposal</b>	<p><i>Disposal of PPE including cleaning wipes and tissues after use:</i></p> <ul style="list-style-type: none"> <li>• Double-plastic bagged and left for 72 hours before removal and then this can be placed in your normal waste for collection by your local authority.</li> <li>• Cloths and cleaning wipes also bagged and disposed of with PPE</li> </ul>

**Table 4: Communication with patients**

<b>Publishing of clinic policy</b>	<p><i>This clinic policy will be available:</i></p> <ul style="list-style-type: none"><li>• <i>Displayed in Simply Osteo Clinic and made available on request</i></li><li>• <i>Available on the Simply Osteo Clinic website</i></li><li>• <i>Link to policy sent in confirmation and reminder emails</i></li></ul>
<b>Information on how we have adapted the clinic to mitigate risk</b>	<p><i>We will make updates in line with new government advice</i></p> <ul style="list-style-type: none"><li>• <i>Updates on Simply Osteo Clinic website</i></li><li>• <i>Updates on clinic social media pages/sites</i></li><li>• <i>Emails to patients</i></li></ul>
<b>Pre – appointment screening</b>	<p><i>Pre-screening Covid-19 forms will be sent to patients 24 hours before their appointment.</i></p> <ul style="list-style-type: none"><li>• <i>The results of the pre-screening form will be available to therapists and if anything needs following up then the patient's therapist will call them to discuss</i></li><li>• <i>On the day of the appointment, the therapist will confirm the results of the screening form to ensure they remain unchanged</i></li></ul>
<b>Other patient communication</b>	<p><i>We will update patients via email, and we will ask patients to make contact with us if they feel unwell or develop Covid-19 related symptoms</i></p>

Risk Assessment completed on 15/06/2020 by Hannah Steele (Clinic Director)